

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

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May 11, 2004

SENT BY E-Mail, and
First Class U.S. Mail

James M. Avery, Esq.
Brown, Rudnick, Berlack & Israels, LLP
One Financial Center
Boston, MA 02111

Re: Berkshire Gas Company, D.T.E. 04-13

Dear Mr. Avery:

Enclosed is the first set of information requests by the Department of Telecommunications and Energy to Berkshire Gas Company regarding the above-captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., May 24, 2004.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel
Hearing Officer

Enc.
cc: Service List
Mary Cottrell, Secretary

FIRST SET OF INFORMATION REQUEST OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
BERKSHIRE GAS COMPANY

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits to Berkshire Gas Company ("Berkshire" or "Company") the following information request(s) with respect to the March 1, 2004 Service Quality ("SQ") Report, ("Filing") D.T.E. 04-13.

INSTRUCTIONS

The following instructions apply to this set of Information Requests and all subsequent Information Requests issued by the Department to the Company in this proceeding.

1. Each request should be answered in writing on a separate, three-hole punch page with a recitation of the request, a reference to the request number, the docket number of the case and the name of the person responsible for the answer.
2. Do not wait for all answers to be completed before supplying answers. Provide the answers as they are completed.
3. These requests shall be deemed continuing so as to require further supplemental responses if Berkshire or its witness receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
4. The term "provide complete and detailed documentation" means:

Provide all data, assumptions and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports and planning documents from which data, estimates or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers.
5. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, handwritten notes, records or reports, bills,

checks, articles from journals or other sources and other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

6. If any one of these requests is ambiguous, notify the Hearing Officer so that the request may be clarified prior to the preparation of a written response.
7. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer.

Requests

- | | |
|---------|--|
| DTE 1-1 | Refer to the Company's Filing at I-1. Please submit the monthly figures for year 2003 for the following SQ measures: Telephone Service Factor; Emergency Call Handling; Service Appointments Met As Scheduled; On-Cycle Meter Reads; Consumer Division Cases; and Billing Adjustments. |
| DTE 1-2 | Please confirm whether the On-Cycle Meter Reads data provided includes both residential and commercial accounts. |
| DTE 1-3 | Please provide the number of service appointments met as scheduled, by month, for year 2003. |
| DTE 1-4 | With respect to the two customer surveys, please provide the questions posed and the responses to each question. Also indicate whether any of the survey questions or survey methodology/scoring changed since the 2002 survey. |
| DTE 1-5 | Please explain how the Lost Time Accident Rate and the Restricted Workday Rate were calculated. |
| DTE 1-6 | Please update the Department on Company initiatives to improve its performance on each of the SQ penalty measures. |
| DTE 1-7 | Please explain how the Company calculates the number of responses to Odor Calls. Specifically, if the Company receives more than one call regarding the same odor source, does the Company count this as one call or as multiple calls? |